

APR 10 2007

PTO/SB/21 (07-06)

**TRANSMITTAL  
FORM**

(to be used for all correspondence after initial filing)

Total Number of Pages in This Submission

Application Number

10/691,118

Filing Date

October 21, 2003

First Named Inventor

Rikhy, Sudeep

Art Unit

2614

Examiner Name

Benny Quoc Tieu

Attorney Docket Number

021479-000300US

**ENCLOSURES** (Check all that apply)

<input type="checkbox"/> Fee Transmittal Form	<input type="checkbox"/> Drawing(s)	<input checked="" type="checkbox"/> After Allowance Communication to TC
<input type="checkbox"/> Fee Attached	<input type="checkbox"/> Licensing-related Papers	<input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences
<input type="checkbox"/> Amendment/Reply	<input type="checkbox"/> Petition	<input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief)
<input type="checkbox"/> After Final	<input type="checkbox"/> Petition to Convert to a Provisional Application	<input type="checkbox"/> Proprietary Information
<input type="checkbox"/> Affidavits/declaration(s)	<input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address	<input type="checkbox"/> Status Letter
<input type="checkbox"/> Extension of Time Request	<input type="checkbox"/> Terminal Disclaimer	<input checked="" type="checkbox"/> Other Enclosure(s) (please identify below):
<input type="checkbox"/> Express Abandonment Request	<input type="checkbox"/> Request for Refund	Return Postcard
<input type="checkbox"/> Information Disclosure Statement	<input type="checkbox"/> CD, Number of CD(s) _____	Part B - Fee Transmittal
<input type="checkbox"/> Certified Copy of Priority Document(s)	<input type="checkbox"/> Landscape Table on CD	Copy Part B - Fee Transmittal
<input type="checkbox"/> Reply to Missing Parts/ Incomplete Application	Remarks	Communication - Comments on Statement of Reasons for Allowance
<input type="checkbox"/> Reply to Missing Parts under 37 CFR 1.52 or 1.53	The Commissioner is authorized to charge any additional fees to Deposit Account 20-1430.	

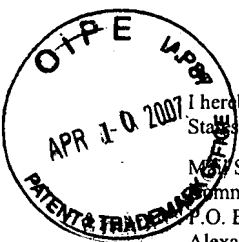
**SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT**

Firm Name	Townsend and Townsend and Crew LLP		
Signature	<i>Daniel Mao</i>		
Printed name	Daniel Mao		
Date	April 5, 2007	Reg. No.	51,995

**CERTIFICATE OF TRANSMISSION/MAILING**

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Mail Stop Issue Fee, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below.

Signature	<i>Eleanor J. Taylor</i>		
Typed or printed name	Eleanor J. Taylor	Date	April 5, 2007



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On April 5, 2007

TOWNSEND and TOWNSEND and CREW LLP

By: Eleonore J. Taylor

PATENT  
Docket No.: 021479-000300US

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of:

Sudeep Rikhy et al.

Application No.: 10/691,118

Filed: October 21, 2003

For: "PULL" ARCHITECTURE  
CONTACT CENTER

Customer No.: 20350

Confirmation No.: 5332

Examiner: Benny Quoc Tieu

Art Unit: 2614

COMMUNICATION - COMMENTS ON  
STATEMENT OF REASONS FOR  
ALLOWANCE

Mail Stop Issue Fee  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In response to the Examiner's Statement of Reasons for Allowance, Applicants note that claim 1 recites:

1. A method for processing a user inquiry, the method comprising:  
receiving a user inquiry;  
sending a first request for user information to a first database;  
providing the user information from the first database;  
selecting a first agent, the first agent having a desirable set of skills and being available;